

S O L V E

Solutions Checklist

S SITUATION / SELF INVENTORY

What is the conflict? What are the solutions?
Define what I would like to see have happen. What are the three possible solutions to this situation? What will the situation look like once it has improved? What can I do to help resolve this situation?

O OPENNESS

Speak with the person directly. Share concerns and, just as importantly, share your three recommendations/suggestions for resolving the issue. Show that you are concerned about this issue and that you are willing to work together to resolve it.

L LEVELS

If the issue persists please speak to the next in command. Middle Management then Deputy Department Head then Department Head. Always combine your concerns with your ideas for SOLUTIONS.

V VOLLEY IDEAS

Bounce your ideas back and forth. This is a good time to try the mediation program. Have I tried the Mediation Program? Speak to a Human Resource Analyst for guidance.

E EMPLOYEE SAFE HAVEN

Conflict still unresolved? Call the Human Resources Manager or Diversity Manager for assistance